

A Message from Riverside's President & CEO

Dear Community Members of the Rainy River District,

At Riverside Health Care, the safety and health of our communities is our top priority. Our lives have changed dramatically over the last month and as we reach the 'COVID-19 peak' we will eventually begin to discuss how to cautiously return to a more routine life. However, make no mistake, COVID-19 will continue to impact aspects of our lives going forward and the expectation of future waves requires us to remain vigilant in our behaviours and actions. In the meantime, Riverside is focused on supporting public health and our partners in educating and updating the public regarding the state of this pandemic as it evolves.

This pandemic is precipitating a set of events unprecedented in our lifetime. I see daily evidence of the commitment and strength of our Riverside team in working collaboratively to ensure the best care for our patients, residents and clients. Since January, Riverside has been proactive in preparedness by monitoring the COVID-19 situation closely and taking necessary precautions in keeping with advisories from public health and the Ministry of Health and Long Term Care. Thanks to the tireless work of Riverside's clinical and support leadership, we have been able to increase care capacity as it relates to COVID-19 readiness. Our leadership teams continually work to address projected supply shortages, surge planning, staffing needs, and the safety of our patients, residents, clients, employees, physicians and the communities we serve.

We have all become familiar with concepts like 'social distancing', 'self-isolation' and 'flattening the curve' – all part of our individual and collective efforts to slow and limit the spread of COVID-19. As a District, anything we can do to promote social distancing helps protect all of us, but especially the most vulnerable. As such, Riverside implemented screenings and visitor restrictions, while temporarily cancelling events, educational travel, elective procedures and non-urgent procedures. Along with twice a day staff screenings, we are also directing many employees not involved in direct care to work from home, where feasible. None of these decisions were made lightly and each has presented significant implementation challenges. Our team continues to rise to the challenge with astonishing creativity, commitment and goodwill.

Our entire Riverside team recognizes its immense responsibility to provide those we serve with the best care available and I am proud to know that our team continues to deliver on that promise each and every day. I want to express my appreciation and admiration for their efforts and continued diligence. The coming weeks and months will no doubt bring further challenges, calling on all of us to be adaptable, resourceful, understanding and supportive of one another.

On behalf of the Board of Directors and Senior Leadership, I thank you for your support and I wish you all continued strength and good health as we move forward together.

Henry Gauthier, CPA, CGA
President & CEO
Riverside Health Care